

INTRODUCTION

This position serves as a Support Dispatcher (Logistics) located in a dispatch center. This may be a single agency dispatch office or interagency dispatch center. The area involved may encompass federal, state, tribal and private lands within the dispatch center's area of influence. The center is responsible primarily for wildland fire preparedness, suppression support activities, but may respond to all-risk incidents as needed or directed.

The primary purpose of this position is to provide a wide range of fire dispatch, logistical and administrative support functions.

This is a drug testing designated position.

DUTIES

Serves as a dispatcher, receiving, filling, and tracking resource requests for fire and other emergency incidents. Initiates requests to higher organizational levels for additional resources as needed.

Organizes and reviews completed records of all orders placed and actions taken to ensure adherence to established operating procedures.

Maintains resource status and tracking systems and operates telecommunications systems.

Collects, processes, collates and submits incident information to support intelligence activities.

Consolidates and inputs fire weather data into weather application software and reviews for completeness. Transmits resultant probabilities and forecasts to field personnel and fire management staff.

Inputs data into a number of fire-related computer applications (e.g., incident qualification records, fire reporting systems, and automated dispatch systems).

Shares information with cooperators and other interested entities.

Provides critical logistical support information to supervisor and makes recommendations concerning the efficient uses of available resources.

Records and maintains communications logs involving all telephone and two-way radio transmissions.

Assists with the training and orientation of support dispatchers.

Gathers information for the development and maintenance of the dispatch mobilization guide and internal dispatch operating guides.

FACTORS**FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION**

Knowledge of standard logistical and administrative procedures, guidelines, Incident Command System (ICS) terminology, methods and procedures, and safety requirements used in the dispatch of personnel, equipment and supplies to support the needs of requesting units.

Knowledge of wildland firefighting sufficient to provide logistical support to fire management operations.

Knowledge of expanded dispatch operations.

Knowledge of computer programs and outputs in order to apply information to dispatch procedures and functions.

Ability to operate computer programs and utilize the computer for inputting data and records creation, maintenance, and disposal.

Ability to collect, process, and submit incident information to support intelligence activities.

Ability to read maps and pinpoint locations from various sources of information.

Ability to communicate orally and in writing in a clear and concise manner.

Ability to remain calm under urgent and frequently changing conditions.

FACTOR 2. SUPERVISORY CONTROLS

Works under the supervision of a higher-level employee who makes daily assignments.

Work is assigned in terms of ongoing responsibilities, priorities, and general instructions. The employee works independently in planning and carrying out assignments. Specific guidance is provided in unusual assignments. Deviations from "standing instructions" must be approved by a higher-level employee or the supervisor. Work is evaluated for thoroughness, timeliness, and overall impact.

FACTOR 3. GUIDELINES

Guidelines are found within agency and interagency manuals, handbooks, directives, operating plans and policy statements of the agency(s) represented at the center. Guidelines may not cover all situations. The employee draws from experience and exercise judgment in dealing with emergency situations.

FACTOR 4. COMPLEXITY

Work is complicated by the need to perform a diversity of unrelated and related duties, each requiring many steps where organizational skills and the ability to make sound decisions quickly and calmly are essential. Communications equipment and computer data entry and retrieval require strict adherence to technical procedures. Priorities and methods change quickly.

FACTOR 5. SCOPE AND EFFECT

The work of the employee facilitates the prompt and safe execution of fire management activities in a dispatch center's area of operation.

The center's work is critical to the safety of personnel, the public, and to the protection of resources.

FACTOR 6. PERSONAL CONTACTS

Personal contacts are made with all levels of cooperating land management and emergency support agencies. Primary contacts are with fire suppression personnel, resource specialists and other unit coordinators. Other personal contacts are with national and local news media, contractors, political officials, law enforcement personnel, and the general public.

Personal contacts are maintained with all levels of staffing in cooperating agencies, professional and technical organizations, private landowners, vendors, officials and providers of various types of equipment and services.

FACTOR 7. PURPOSE OF CONTACTS

The purpose of contacts is to exchange vital information and determine the availability of equipment, supplies, and other urgently needed resources and personnel.

FACTOR 8. PHYSICAL DEMANDS

The work involves long hours of sitting, intense concentration, and working at peak proficiency/intensity levels with irregular breaks and mealtimes. The duties of this position create a highly stressful environment during peak activity, requiring the ability to keep calm in emergency situations. Must be able to cope with the pressure of meeting timeframes and changing priorities. Mental concentration and accuracy are required.

FACTOR 9. WORK ENVIRONMENT

Work is performed primarily in an office setting. During peak activity, increased radio traffic, numerous ringing phones, and conversations result in high noise levels, which require a high level of concentration to perform duties. This creates a high stress work environment.

EVALUATION STATEMENT

Recommended Classification Fire Logistics Dispatcher, GS-2151-05

Organizational Location: Department of the Interior, Bureau of Indian Affairs, U.S. Fish and Wildlife Service, National Park Service, and Bureau of Land Management

References: Dispatcher, GS-2151, Feb 63, TS-44. Transportation Clerk and Assistance Series, GS-2102, Mar 93, TS-46. Grade Level Guide for Clerical and Assistance Work, Jun 89, TS-98.

Background: This is a standard position description for a Fire Logistics Dispatcher located in a single agency dispatch office or interagency dispatch center. The center is primarily responsible for wildland fire preparedness, suppression and support activities, but may respond to all-risk incidents as needed or directed

The primary purpose of this position is to provide a wide range of fire dispatch, logistical and administrative support functions. The duties of these positions are primarily of an office or a clerical nature where the major duties involve processing resource orders through established dispatch channels, processing and tracking fire related data, and maintaining communication logs. The position description may be utilized in multiples in support logistics dispatching.

The area involved may encompass federal, state, tribal, and private lands within the dispatch center's area of influence.

Determination of Series and Title: The Dispatcher Series, GS-2151, includes positions involved in dispatching or scheduling motor vehicles, trains, aircraft, or vessels used for the transportation of passengers, mail, equipment, or supplies. The duties of these positions are primarily of an office or a clerical nature and involve assigning vehicles, keeping records and reports, and providing route and destination information and instructions to the drivers, engineers, or pilots. Types of positions described in the standard include: Motor Vehicle Dispatchers, Automotive Equipment Dispatchers, Aircraft Dispatchers, Locomotive Dispatchers, and Tug and Vessel Dispatchers)

While the work of fire support logistical dispatching is not illustrated in the Dispatching Series, GS-2151, the Office of Personnel Management has advised that the underlying purpose is alike and that this series is appropriate to these types of positions.

This position is assigned to the Dispatching Series, **GS-2151-XX**. The standard suggests, but does not prescribe titles. The examples provided uses the syntax *type of equipment* being dispatched followed by the word *Dispatcher*. Following this example, **Fire Logistics Dispatcher** is assigned.

Determination of Grade: The Dispatching Series, GS-2151, contains no grading criteria, however, it does state that the key element dispatcher positions is the extent of the knowledge of

the organization and the geographic area served and characteristics and capacity of the transportation equipment being dispatched. The Transportation Clerk and Assistance series is used to grade this position.

FACTOR EVALUATION SYSTEM - POINTS RATINGS

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	550	1-4
2. Supervisory Controls	125	2-2
3. Guidelines	125	3-2
4. Complexity	75	4-2
5. Scope and Effect	75	5-2
6. Personal Contacts	45	2A
7. Purpose of Contacts		
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	1005	
Grade Conversion Range (855-1100)	GS-05	

Conclusion: The proper title and series are **Fire Logistics Dispatcher, GS-2151-05**.

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